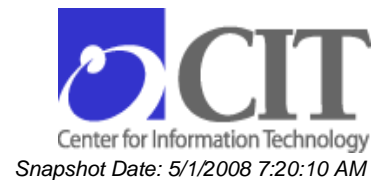


## Customer Service Report for ASB

For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
<b>Accounts</b>											
Access/Login	0	0	0	1	0	0	0	0	1	0	24
<b>ASR</b>											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	3	0	4	0	1	2	0	3	1	0
Other	0	0	0	16	0	4	0	0	12	0	0
Unix	0	0	0	1	0	0	0	0	1	0	0
Windows	1	1	0	0	0	1	1	0	0	0	0
<b>CC Technical Operations</b>											
Desktop-Troubleshoot	0	1	0	0	0	0	0	1	0	0	22
<b>CIT Categories Remedy</b>											
Accts Create	0	2	0	0	1	0	0	1	0	0	8
<b>Connectivity</b>											
Connect Direct	0	1	0	0	0	1	0	0	0	0	0
TCP/IP	0	2	0	0	0	2	0	0	0	0	0
VPN	1	0	0	0	0	0	0	0	1	0	53
<b>OS/390</b>											
Database	1	0	0	0	0	0	0	0	1	0	25
Printer/VPS	0	0	0	26	0	2	0	0	24	0	0
<b>Grand Total:</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>49</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>44</b>	<b>1</b>	<b>2</b>

Total Tickets Closed:	47
Total Tickets Assigned/Pending/Checked Out:	15
Total Tickets Created:	62